Conditions for use of the prepaid card

Description of the card and conditions for its use

- A prepaid card is a single-use card, which means that:
 - You can only make one cash withdrawal of the total amount indicated on the front of the card.
 - The card cannot be reloaded.
- You can make the withdrawal at an ATM in the Self-Service Banking areas at Belfius. Simply insert the card and enter your secret code. Once the withdrawal has been made, the card will be deactivated and swallowed.

Security advice

- You must take all reasonable steps to ensure the security of the card and its secret code.
- In this regard, you should avoid acting in the ways described below, because they are considered to be acts of gross negligence:
 - a) making a note of your secret code, on the card or on anything else, keeping the card in the envelope containing the code, giving your code to a third party (including your spouse, a member of your family, a friend, etc.) or simply allowing them to access your card and use it:
 - b) failing to notify the Bank or "Card Stop" immediately if your card is lost or stolen, or if any incident occurs;
 - c) leaving your card in a vehicle or place accessible to the public. Places deemed accessible to the public are those to which a large number of people have access;
 - d) not reporting the loss or theft to the police;
 - e) using the card in a manner contrary to the conditions stated in this document.
- You undertake to comply with the instructions and conditions for use.

What you must do in the event of loss or theft

• You must report the loss, theft or disappearance of the card immediately to the Bank or to Card Stop by calling 078 170 170 – accessible 24 hours a day, 7 days a week. In the latter case, Card Stop will give you a reference number, which you must in turn pass on to the Bank. That number is important, because it is proof of having made a report.

Liability

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